



Town of Lexington

Recreation and Community Programs

Karen Simmons, CTRS, CPRP
Director of Recreation & Community Programs

Tel: (781) 698-4800
Fax: (781) 861-2747

PROGRAM REFUND POLICY

The Lexington Recreation and Community Programs Department reserves the right to cancel, postpone, or combine programs. Every effort will be made to notify participants if a program has been cancelled, changed, or relocated due to space availability. Programs are subject to change in personnel. The Recreation and Community Programs Department does not confirm program registrations.

- **All** refunds will be issued in the form of a check from the Town Treasurer's office. Refunds to credit cards are not allowed. Please allow three to four weeks for processing of refunds.
- If insufficient enrollment causes an activity to be cancelled, participants will receive a full refund.
- Refunds, less the minimum \$10.00 non-refundable deposit*, may be given to participants who **withdraw** from a program **two weeks prior** to the start of the program. To be eligible for a refund, the request must be in the form of a letter or email to the Recreation and Community Programs Department stating the reason for withdrawing and the participant's name and address, and program name and dates.
- Refunds may be given for **medical reasons** which arise less than two weeks prior to the start of a program. To be eligible for such a refund, the request must be in the form of a letter to the Recreation and Community Programs Department accompanied by a physician's letter. The minimum \$10.00 non-refundable deposit* will be deducted from the refund. In the event that a medical issue arises after the start of the program, the refund will be prorated.
- In the event of **weather** cancellations the Recreation and Community Programs Department will offer make up sessions. Refunds will not be given if make up classes are scheduled and held, but a participant is unable to attend.
- Participants who **withdraw** from a program **five business days prior** to the start may receive a **credit**, less the minimum \$10.00 non-refundable deposit*, towards another Recreation and Community Programs activity provided that a wait list participant fills the spot and/or the minimum level of participants has been reached.
- Participants who **withdraw** from a program **less than five business days** before the start of the program are **not eligible for a refund or credit** as program expenses (staffing and supplies, etc.) will have been incurred. Refunds and/or credits will not be given for early termination of a program by the participant.
- **Program Transfers** – Participants will be permitted, if space allows, a transfer to another class or program. A \$10.00 processing fee will be assessed and must be paid when requesting the transfer. Should the program the participant is transferring into have a higher fee, he/she will be expected to remit the transfer fee and the difference at the time of requesting the transfer.

***Please Note:** Some programs have a different minimum deposit or refund/credit policy (i.e. skiing, sailing, Discover the Fun, etc.) which are noted in the program brochure.